

Initiative	Institute and formalize capacity management processes.
Description	Implement a process for constantly monitoring utilization, and trending of use in order to place for needed capacity in the future with the goal of meeting customer needs without the delay of adding capacity.
Support of goal(s)	<p>4. Common Solutions: Using the same management process irrespective of platform will provide a common solution.</p> <p>5. Continuous Improvement: This improves utility services by applying proven management processes in assuring services are available when needed.</p> <p>6. Customer Service: This improves the utility services to the agencies by assuring the services are available when needed.</p>
Person / agency responsible	Ken Sorenson - DoIT
Other agencies / areas involved	
Milestones and completion date	<p>Identify process for monitoring utilization – 1<sup>st</sup> Quarter 2005</p> <p>Begin collecting utilization data – 1<sup>st</sup> Quarter 2005</p> <p>Evaluate tools for collecting utilization information – 2<sup>nd</sup> Quarter 2005</p> <p>Develop process for capacity planning – 1<sup>st</sup> Quarter 2005</p> <p>Implement recurring process – 3<sup>rd</sup> Quarter 2005</p>